Department of Education
Andrew Johnson Tower - 6th floor
Nashville TN 37243-0375
615.741.2731

STATEWIDE STUDENT MANAGEMENT SYSTEM
(SSMS)

TN SSMS User Startup Guide

We welcome you to the TN SSMS and hope that, after your training, it is a simple application to use and useful to help you in your work.

The first time someone uses TN SSMS on a computer, he or she will have to go through a few preliminary steps. Once these have been completed, they will not have to be repeated and anyone accessing the application on that computer will go directly to the TN SSMS Login page.

First we ask that you check the table below to ensure that your computer meets the minimum requirements for using TN SSMS:

Computer	• Windows: Pentium II PC, or higher or Mac: Apple 200 MHz PowerPC G3, or higher
Operating System	• Windows: 98SE, ME, 2000, XP Pro or Mac: OS 9.2.2, Mac OS X.2.x 200 MB of available free space on hard disk drive n.b. Apple MRJ 2.2.6 is a MUST for OS 9.2.2 and anyone running IE in Classic mode in X.2.x – please see section 4.5 for detailed instructions.
Memory	• Windows: 128Mb, or higher or Mac: virtual memory turned on
Network Card	TCP/IP must be loaded and running
Browser **(128-bit encryption)**	• Windows: IE: 5.5 with SP2, IE 6.0 or Windows: Netscape 4.72 or Mac: OS 9: IE: 5.0, 5.1 or Mac: OS X: IE: 5.2.x
Adobe Acrobat Reader	Version 6.0.1 for all operating systems, except Windows 98 which uses Adobe version 5.
Printer	Printer must be able to print graphics, i.e. Lasers, BubbleJet, or Dot Matrix.

If you are uncertain what some of the items in the table are, have any questions, or need your computer upgraded, please contact your School District Administrator.

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Overview of Process

Now that you have confirmed that your computer can access the TN SSMS, you should check which Operating System it uses and follow the instructions in the correct section of this User Startup Guide. Below is an overview, followed by a Table of Contents for the list of sections.

operating system	plug-in	certificate	notes
Windows 98SE or Windows ME or Windows 2000 or Windows XP Pro	✔	✔	By clicking on this link: https://star.state.tn.us/servlet/f60servlet, you will go to the TN SSMS Web site and the installation of the plug-in and certificate will start automatically – please see section 1 for detailed instructions.
			If your computer has had a previous version of the plug-in, you will need to uninstall this first – please see section 1.2 for detailed instructions.
			If your computer has had the plug-in installed before Monday June 14th 2004 and you are getting errors, you might just have to copy the certificate – please see section 4.2 for detailed instructions.
Mac OS 9.2.2		✔	By clicking on this link: https://star.state.tn.us/servlet/f60servlet, you will go to the TN SSMS Web site and the installation of the certificate will start automatically – please see section 2 if you get an error.
Mac OS X.2.x		✔	**7/1/2004 – We are currently experiencing problems with Mac OS X, due to some computer configurations. We are working urgently on this.** You will need to run Internet Explorer in Classic mode, which uses the Mac OS 9 rather than Mac OS X – please see section 3 for detailed instruction. Once Internet Explorer is open, click this link: https://star.state.tn.us/servlet/f60servlet, you will go to the TN SSMS Web site and the installation of the certificate will start automatically – please see section 2 if you get an error.
All			If you have any problems, do check section 4 and in particular section 4.1, before contacting your School District Administrator.

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1. Windows 98SE, Windows ME, Windows 2000 or Windows XP Pro

If you think your someone has been through these initial steps before Monday June 14th 2004, please jump to section 1.2 and carry out those steps first.
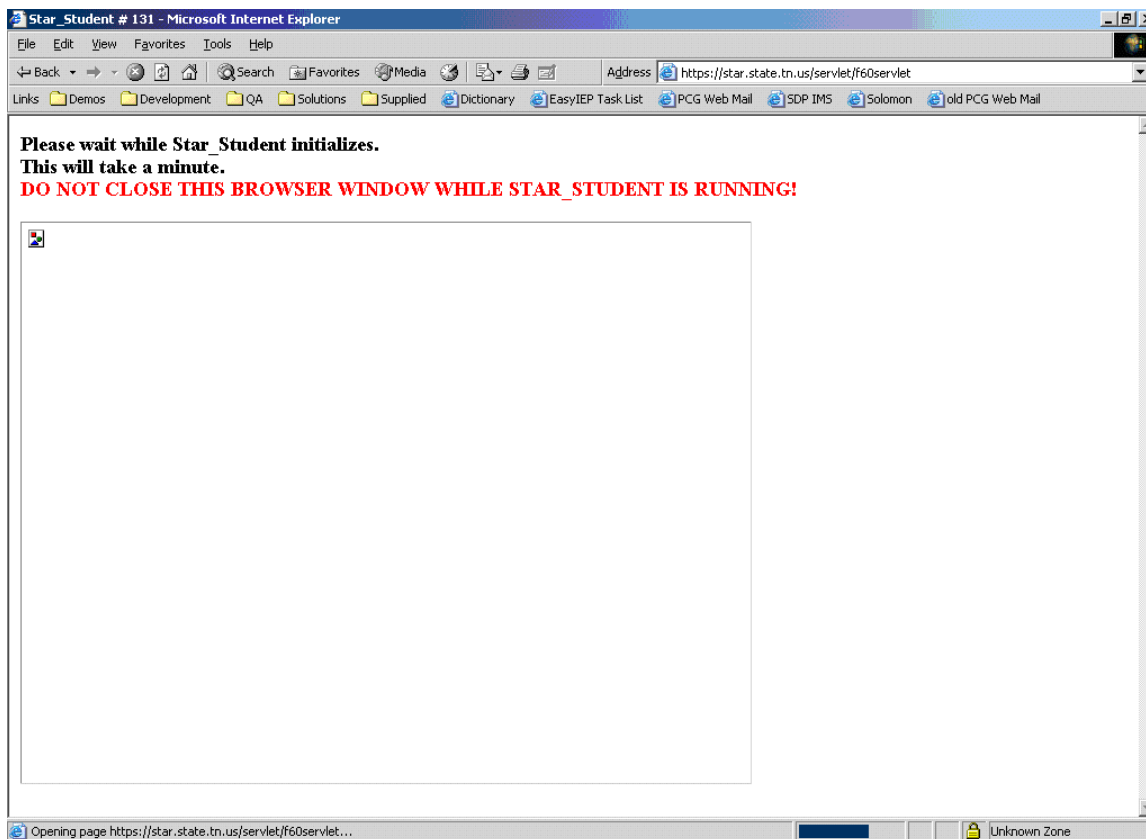
1.1. Initial Steps

1.1.1 If you are viewing this guide on your computer, click the link below (you might need to hold down the **ctrl** key as you click:

https://star.state.tn.us/servlet/f60servlet

If you are viewing this guide on paper, open your Web browser on your computer and type this as your Address:

https://star.state.tn.us/servlet/f60servlet
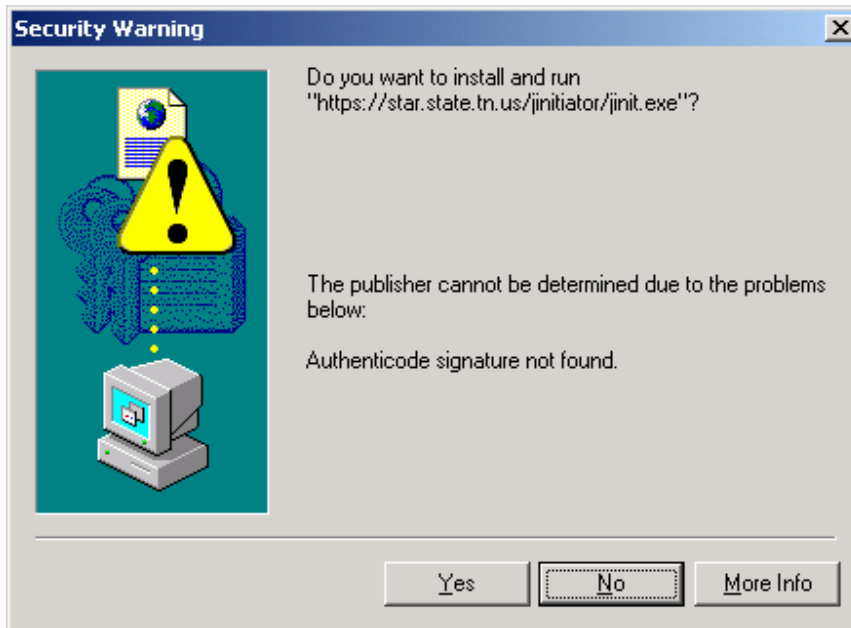
1.1.2 The following page will open in your Web browser:

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**STATEWIDE STUDENT MANAGEMENT SYSTEM
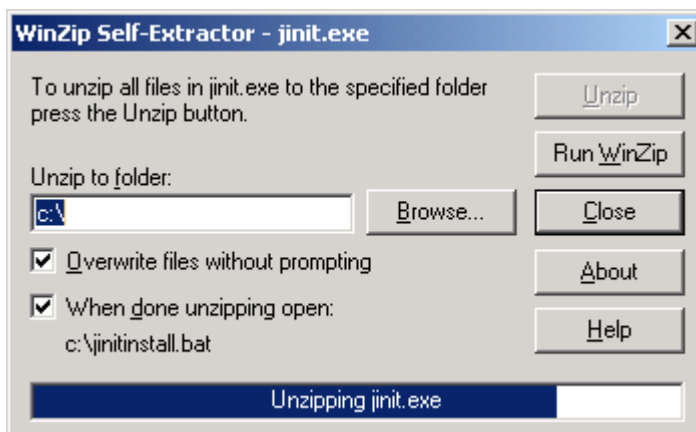(SSMS)**

1.1.3   After a couple of seconds, the following dialog might open, click the **Yes** button.

1.1.4   The following dialog will open, don't click any buttons:

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1.1.5   The following dialog will open, let it run through its routines.

Oracle JInitiator - InstallShield Wizard

Extracting Files
   The contents of this package are being extracted.

Please wait while the InstallShield Wizard extracts the files needed to install Oracle JInitiator on your computer. This may take a few moments.

Reading contents of package...

InstallShield

< Back   Next >   Cancel

1.1.6   The following window will open, it is very important that you do **not** close this window.

C:\WINNT\system32\cmd.exe

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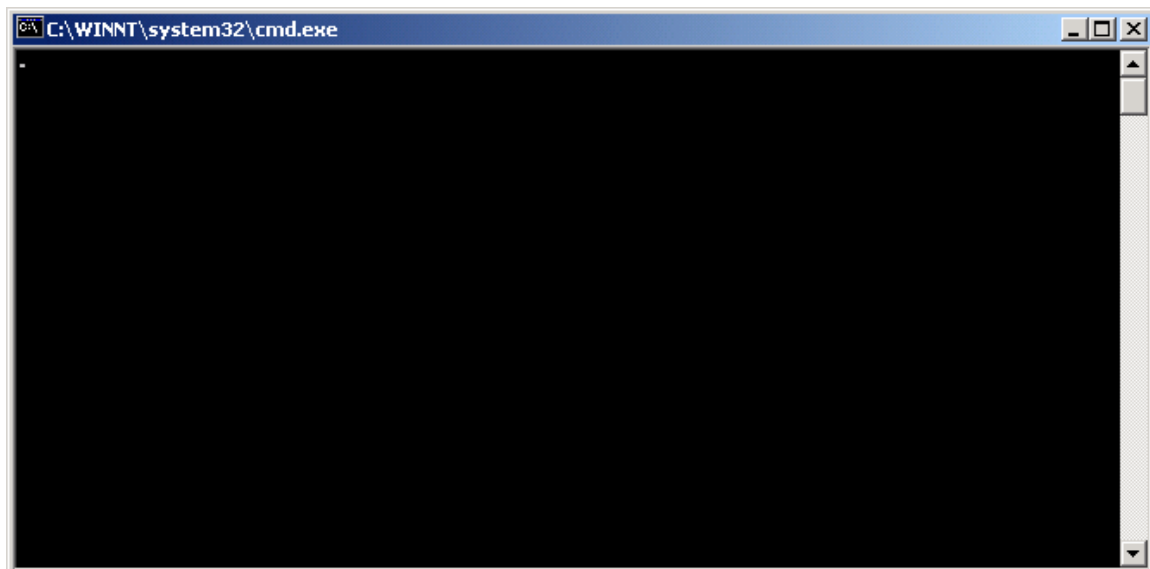
1.1.7   The following dialog will open, click the **Next >** button.

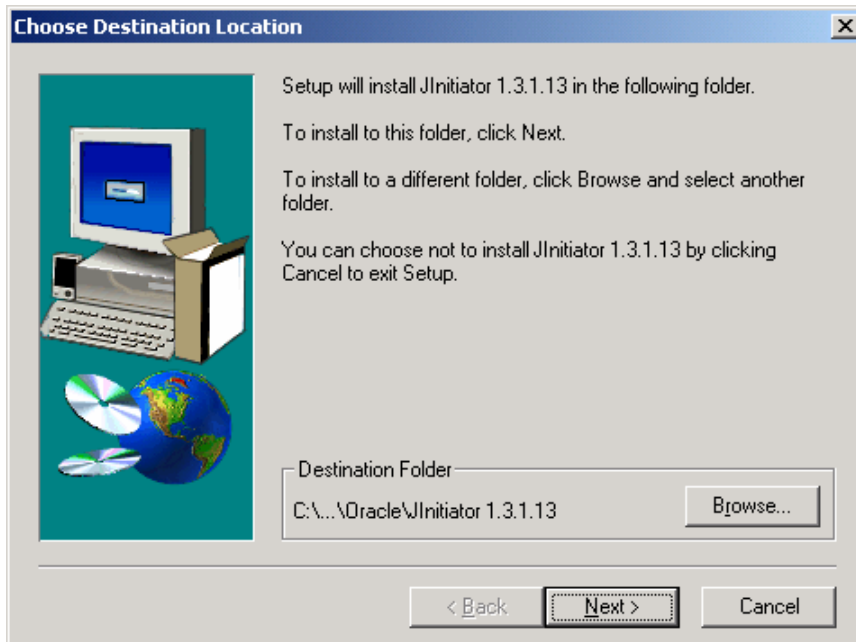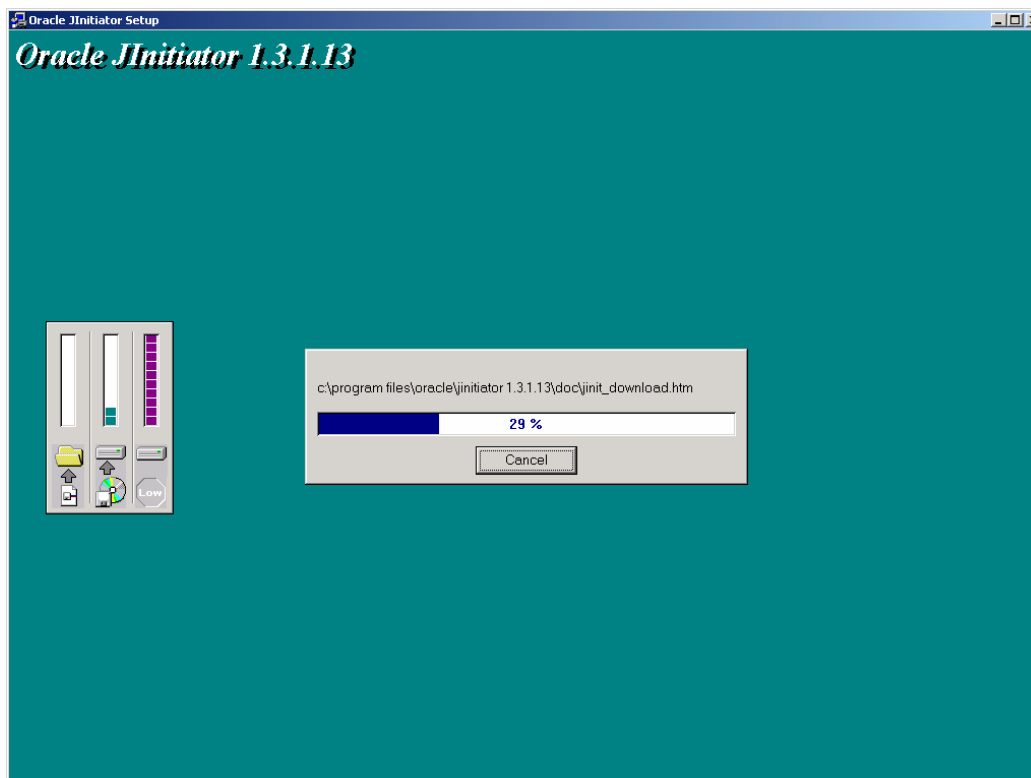1.1.8   The following dialog will open, let it run through its routines.

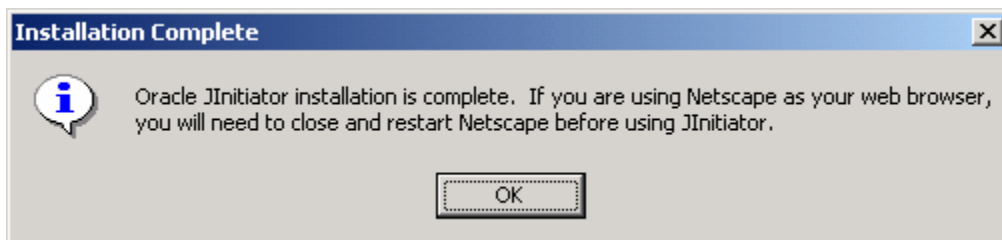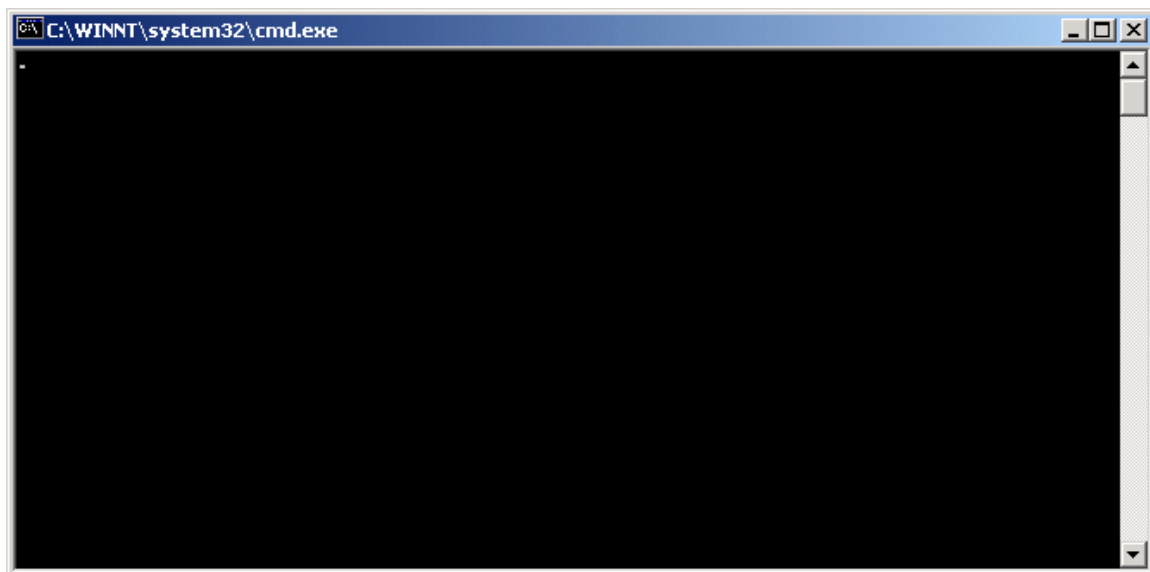Department of Education
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1.1.9   The following dialog will open.

Creating Java JAR files

1.1.10   The following dialog will open, click the **OK** button.

Installation Complete   ✕

Oracle JInitiator installation is complete. If you are using Netscape as your web browser,
you will need to close and restart Netscape before using JInitiator.

OK

1.1.11   After a couple of seconds, the following window, which opened in step 1.1.6 above, will
close.

C:\WINNT\system32\cmd.exe

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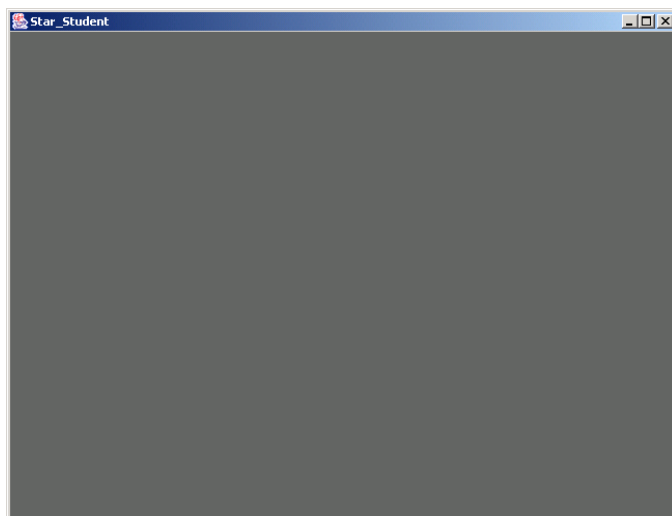615.741.2731

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1.1.12 You will be returned to your Web browser, click the **Refresh** toolbar button (or you can click the **F5** key on your keyboard). The Java Applet will start to load.
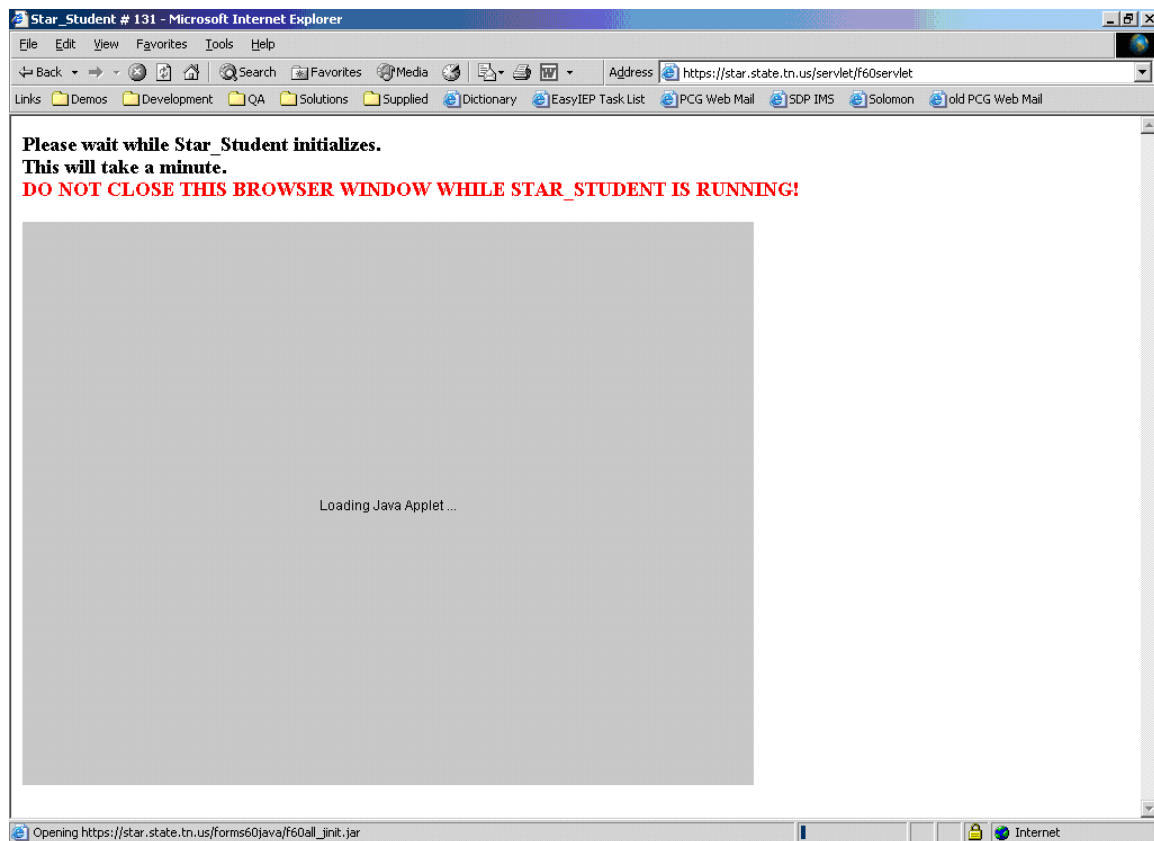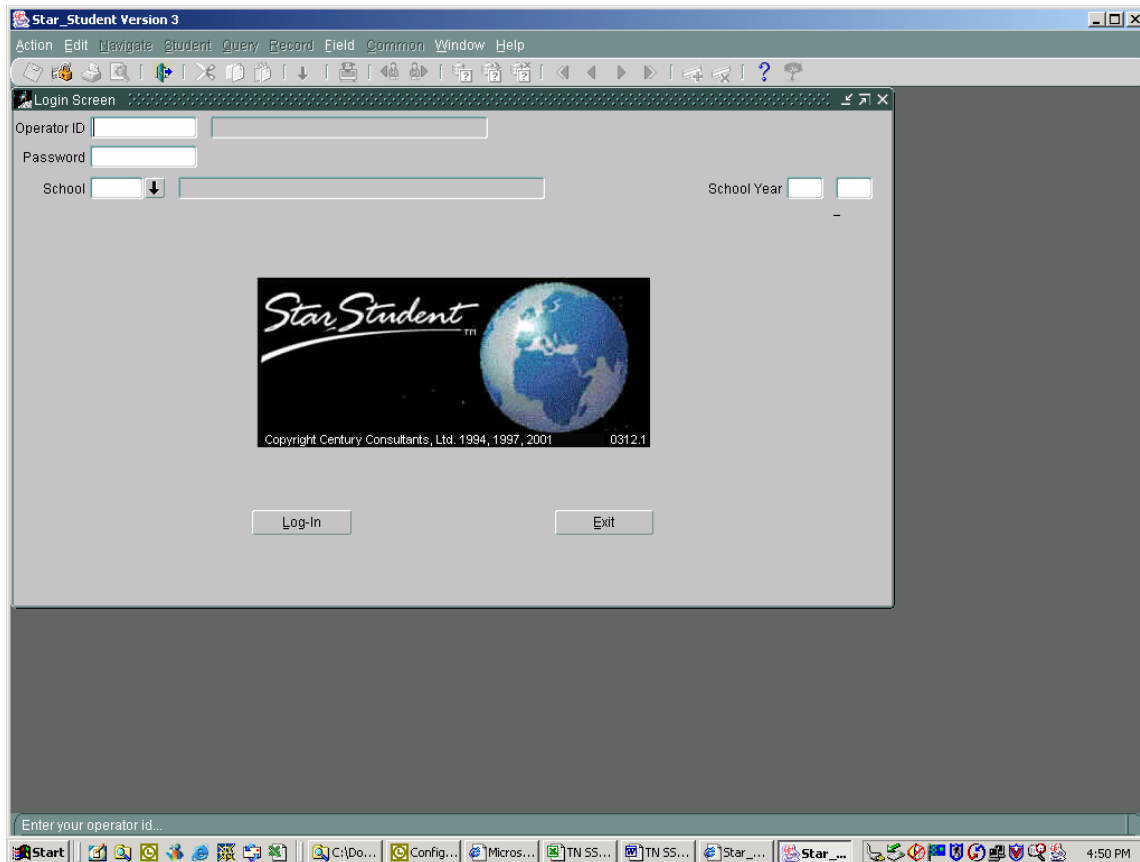

1.1.13 After a couple of seconds, the following window will open.

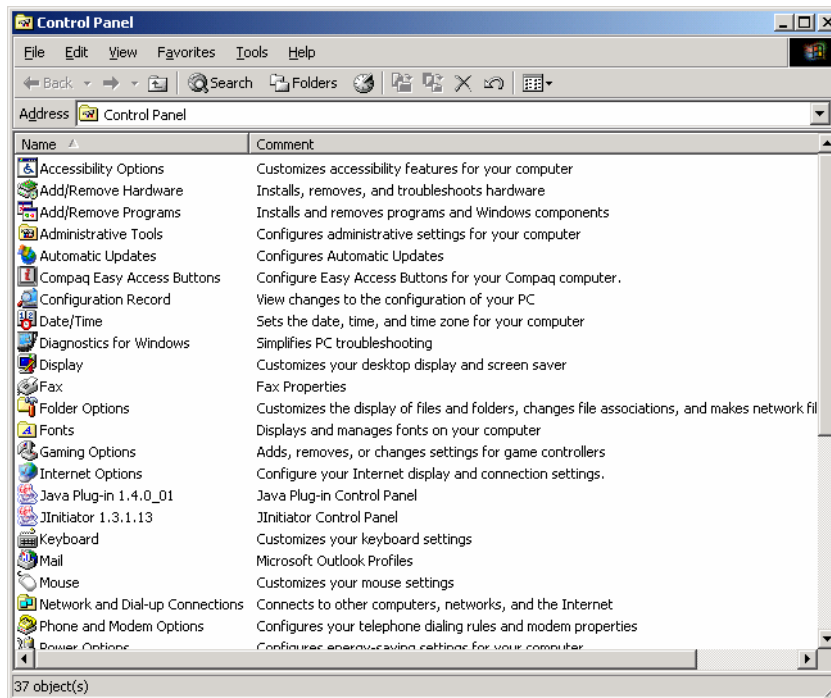1.1.14   After a couple of seconds, the following window will open.

You are now in the TN SSMS and can start to use the application.

Now that you have finished the initial steps you will not have to go through them again. When you open TN SSMS in future you will be taken immediately to step 1.1.12.

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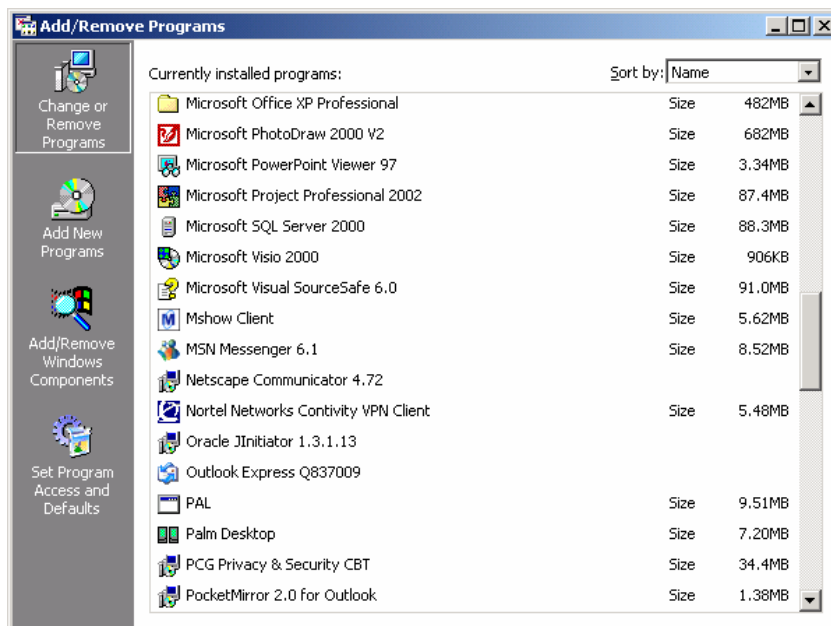615.741.2731

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1.2. Preparation for Initial Steps

1.2.1 Click your **Start** button (lower left of screen), then **Settings** in the popup list, then **Control Panel** in the popup list. The following window will open:

1.2.2 Double-click **Add/Remove Programs**. The following window will open.

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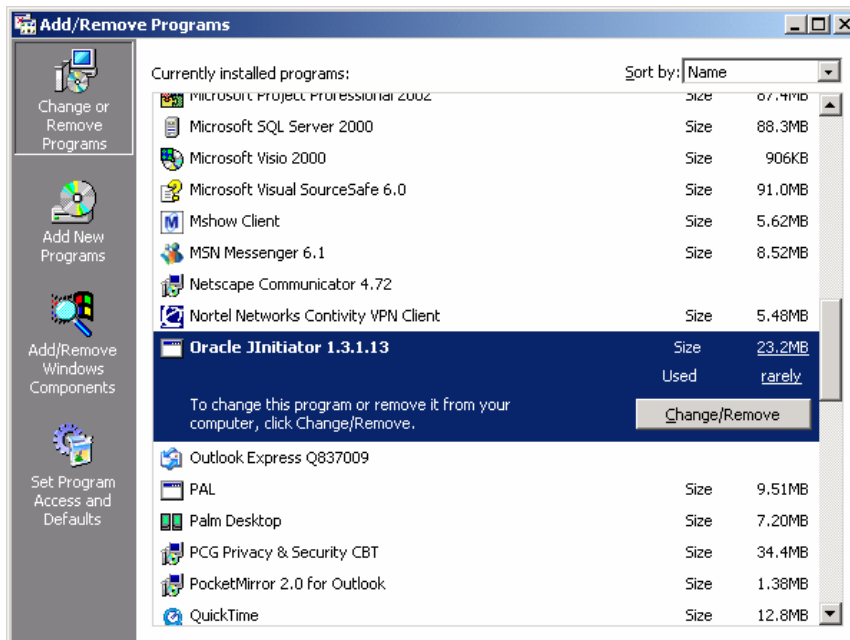
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Note: If you are using Windows 98, the windows will look like this:
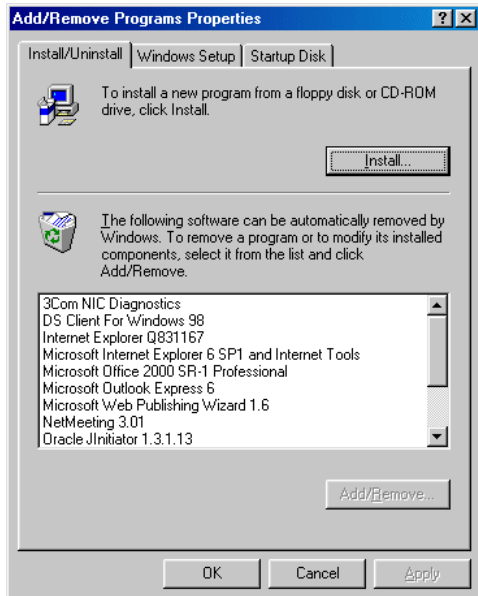
1.2.3   Find **Oracle Jinitiator** in the list and click it. The window will look like this.

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Note: If you are using Windows 98, the windows will look like this:
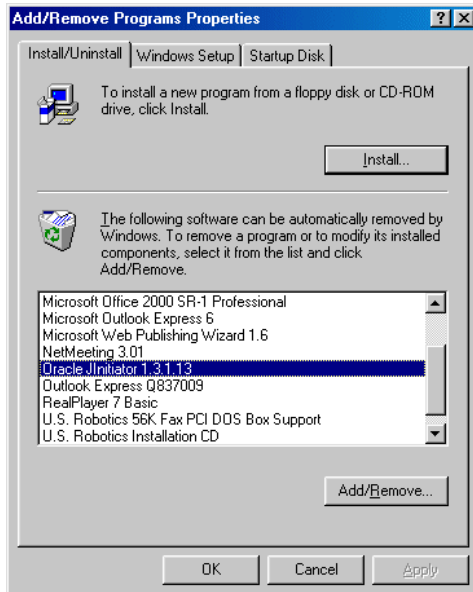
1.2.4   Click the **Change/Remove** button (If you are using Windows 98, click the **Add/Remove** button). The confirmation dialog will open, click the **Yes** button. The **UnistallShield** window will open and run a routine to remove Jinitiator.
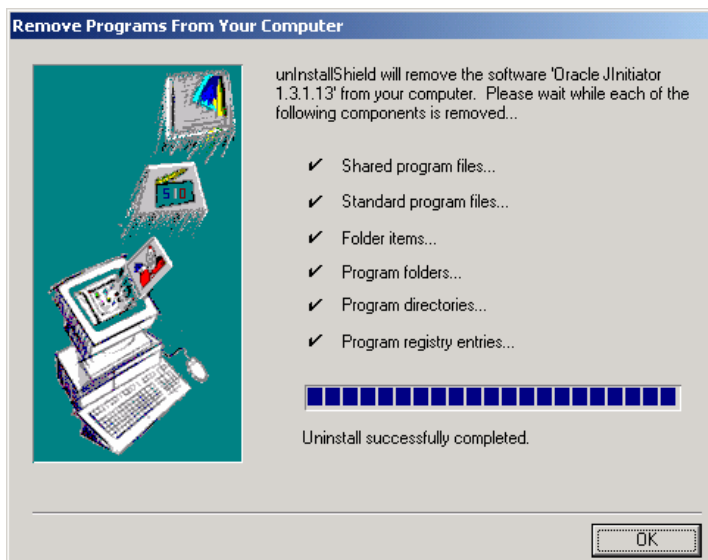
If a dialog pops up to ask you if you wish to remove a particular file, click the **Yes To All** button.

When UninstallShield has finished, click the **OK** button.

You can now close the other open windows and return to step 1.1.1 above.

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2.   Mac OS 9.2.2

When accessing the TN SSMS application you might encounter a dialog box.

This applet is signed by Developer, Tools, Oracle, US

The certificate used to sign the applet is:

Issued by: Developer, Tools, Oracle, US

Serial Number: 03eb

Expiration Date: Thursday April 7, 19:00 CDT 2005

Fingerprint:

☐   Always trust this signature

Yes   **No**

Ensure that the **Always trust this signature** box is unchecked and click the **Yes** button.

You might also be asked for a certificate password. The password is:

   changit

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3.   Mac OS X.2.x

If you are using the Mac OS X, you will need to run Internet Explorer in Classic mode, which uses the Mac OS 9 rather than Mac OS X. You do not need to switch operating systems to do this but you do need to open the Mac OS 9 version of Internet Explorer, as detailed below.

double-click the **My Computer** icon in the top right of your monitor

then   in the window that opens, double-click the **Application (Mac OS 9)** item

then   in the list that opens, double-click the **Internet Explorer Folder**

then   in the list that opens, double-click the **Internet Explorer** item

You might see a dialog that tells you Internet Explorer is opening in Classic or OS 9 mode, but Internet Explorer will soon open.

Once Internet Explorer is open, click this link: https://star.state.tn.us/servlet/f60servlet, you will go to the TN SSMS Web site and the installation of the certificate will start automatically.

When accessing the TN SSMS application you might encounter a dialog box.

This applet is signed by Developer, Tools, Oracle, US
The certificate used to sign the applet is:
Issued by: Developer, Tools, Oracle, US
Serial Number: 03eb
Expiration Date: Thursday April 7, 19:00 CDT 2005
Fingerprint:
☐   Always trust this signature
Yes   **No**

Ensure that the **Always trust this signature** box is unchecked and click the **Yes** button.

You might also be asked for a certificate password. The password is:

changit

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4.   Troubleshooting

Below are some possible errors you might encounter when using the TN SSMS application.

4.1.   Active X Error Message

If you receive an Active X error message, in IE:

click **Tools** menu

then   click **Internet Options…** item

then   click **Security** tab

then   click **Custom Level** button

then   view **Active X controls and plug-ins** sections

then   click **Enable** for all sections

then   click the **OK** button of this Security Settings dialog

then   click the **OK** button of the Internet Option dialog

The TN SSMS application should now work.

4.2.   Certificate Installation Error Message

This error could happen at the end of any Jinitiator installation on a Windows computer but particularly on **Windows 98**, with IE 6.0. You will see an error box.

HTTPS Error

Could not connect to https://star.state.tn.us/forms60java/f60all_jinit.jar Please ensure that the certificate of this web server is installed in C:\Programs Files\Oracle\jinitiator 1.3.1.13\lib\security\certdb.txt.

Please contact your School District Administrator to get the certificate (certdb.txt) and copy it to:
**Program Files \ Oracle \ Jinitiator 1.3.1.13 \ lib \ security **, to overwrite the existing file.

4.3.   Adobe Acrobat Reader Report Viewing Error

If you don't yet have Adobe Acrobat installed on your computer, please download it from

  (http://www.adobe.com/products/acrobat/readstep2.html)

If you cannot run a report:

click **Edit** menu

then   click **Preferences…** item

then   click **Internet** sidebar menu item

then   uncheck **Display PDF in Browser**

then   click **OK** button

Viewing a report should now work.

4.4. Pop-Up Blockers

If there is a Pop-Up Blocker on your machine, it needs to be turned off before you attempt to run a report.

4.5 Mac MRJ

To download the Apple MRJ 2.2.6:

	open your Web browser
then	go to: http://developer.apple.com/java/download.html
then	in the page that appears, within the DOWNLOAD MRJ 2.2.5 SOFTWARE section, click the **MRJ 2.2.5** section title
	the **Download Manager** dialog will open and show the MRJ install downloading
	the **Unstuff** dialog will open, runs its routines and close
	the **Opening** dialog will open, run its routines and close
then	the **MRJ Install** dialog will open, double-click the **MRJ Installer** icon
then	the **License** dialog will open, click the **Agree** button
then	the **Installation** dialog will open, click the **Install** button
then	a dialog might open that asks if you wish to close all open applications, click the **Continue** button
then	the install will take place and a confirmation dialog will open, click the **Quit** button